

**CALIFORNIA EMERGENCY SERVICES ADVISORY BOARD
OCTOBER 2, 2002
MEETING MINUTES**

**RONALD REAGAN LIBRARY
40 Presidential Drive
Simi Valley**

PRESENT

Carmen Acosta - Monrovia Police Department
Kelly Atchley – Placer County Sheriff's Office
Karen Bottancino – Los Angeles Police Department
Danita Crombach – Ventura County Sheriff
Joan DeCrescenzo – 9-1-1 Office
Lynn Diebold – Monterey County Communications
Jeanne Hardin – Stanislaus County Emergency Dispatch
Barry Hemphill – 9-1-1 Office
Doug Kiner – Mountain View Fire Department
Rex Martin – San Francisco Emergency Communications Department
Bill McMurray – Marin County Sheriff's Office
Karen Portlock – Ventura County Sheriff's Department
Daphne Rhoe – 9-1-1 Office
Tim Riley – Newport Beach Police Department
Shelley Santy – Newport Beach Police Department
Kathryn Smith – San Diego Sheriff's Department
Joy Willis – Shasta Area Safety Communications Agency
Sue Wright – California Highway Patrol
Chip Yarborough – Mountain View Fire Department

ABSENT

John Bush – Santa Clara County Communications
Theresa Murray – Sacramento Police Department
Marianne Wolf – Yolo County Emergency Services Agency

CALL TO ORDER - was initiated by Karen Portlock at 1000 hours.

WELCOME - The Board was welcomed and addressed by Ventura County Sheriff, Bob Brooks.

APPROVAL OF MINUTES - Minutes from the July meeting were discussed. Regarding reimbursement for travel to CESAB meetings, approval must be requested in advance.

If you did not request approval from your state analyst, submit it following the meeting with a copy to Joan DeCrescenzo. Change in minutes in the item for Telematics and Non-Traditional Call Center Committee to, "The proposal by the Vision 2000 Committee". A question on attendance was answered, if the member agency is not represented by the primary or alternate for two successive meetings, the agency will relinquish membership and the state will select another agency from a standing list. Jeanne Hardin moved that the minutes from the last two meetings be approved, Lynn Diebold seconded.

AGENDA REVIEW - The day's agenda was reviewed.

- The next group of members leaves June 30, 2003.

PRESENTATION OF AWARDS - Barry Hemphill, Deputy Director of Telecommunications presented awards to the outgoing CESAB members:

Bill McMurray
Karen Bottancino
Joy Willis
John Bush (absent)
Jeanne Hardin

Barry expressed his appreciation for the dedication and time of all the members, saying that the contributions of the board are appreciated.

REVIEW & APPROVE REVISED BOARD BY-LAWS - Lynn Diebold suggested a change in the wording for attendance in the by-laws, change "both primary and alternate" to "primary or alternate." The by-laws will be modified and another draft will be sent to the members for final review.

DISCUSSION

- Sue Wright is retiring at the end of December. Several members commented on Sue's leadership in the wireless project and her many contributions to the 911 program.
- Kelly Atchley suggested that it might be worth considering having two permanent members from CHP to represent the North and South. Discussion ensued about Sue Wright's position and what she represents in her role on the board. Any decision should be left until it is seen what CHP does with Sue's position. The permanent member status for the CHP is based more on their leadership in the wireless project than on regional concerns.
- Do the primary and alternate members have to come from the same agency? The smaller agencies may have trouble committing two individuals to act as primary and alternate. Daphne Rhoe feels that the smaller agencies could have a primary member only and be diligent about attendance. There is no requirement that an agency have an alternate, but the attendance rules are not altered. A discussion followed on regional representation. CESAB membership is not based on regional representation. Every member of CESAB represents all 500 PSAPs in the state.

Demographics of an agency are considered. A vote was taken on whether the primary and alternate should come from the same agency or if the primary and secondary can come from different agencies. The majority voted for the primary and secondary coming from the same agency.

STATE 9-1-1 BUDGET - Discussion of the budget with Barry Hemphill. Hopefully there was enough of an uproar from the 9-1-1 community this year after the \$63 million loan from the 911 fund, to prevent another such loan this year. However, the budget for next year looks grim, and one cannot predict the future -- especially in a budget crunch. By the end of the third year of the original wireless E9-1-1 implementation plan, a \$3 or \$4 million reserve is projected. For the 2003-4 budget, all state agencies have been asked to look at cutting 20% from their budget.

Daphne Rhoe said that FCC waivers have contributed to the delay in the implementation of the wireless project. The budget for the wireless project is not really money. It's merely a spending plan. The 9-1-1 Office has spending authority for a certain amount of money. The "money" does not go away, the permission to spend it goes away after a period of time. Wireless implementation has been projected to cost about \$30-35 million per year over a three-year period, which began 2001-2002 fiscal year. The state 9-1-1 Office has the spending authority to use the funds. These funds are not encumbered. After wireless is completely implemented, it is projected that it will cost about \$20 million annually to maintain. Joy asked if a pre-emptive strike would be advisable before the idea comes around again to raid the 9-1-1 fund. Barry suggested that it would be wise for the CESAB members to keep the state associations for the Sheriffs and Chiefs updated and informed.

There is no funding (approved spending plan) currently for the NGEN because until the consultant (SAIC/Telcordia) complete their study and recommendations, no formal NGEN project exists yet. The study should be completed in March 2003. The state has asked for an incremental or phased approach.

NORCAL PSD LETTER - Kelly Atchley read the letter (see attachment). Bill McMurray has concerns about using the POST and CLETS models. CLETS advisory committee is bogged down in policy and procedure. The POST committee is very political. While all the stakeholders could craft good legislation, we enter a new world when the Legislature gets involved. Any legislative bill can be co-opted. Bill McMurray further said that we knew that the charter for CESAB was advisory only from the beginning. The Board has been vocal in expressing opinions. The influence of the Board is important, but this has not been marketed well. Hopefully the Board will be more proactive in the future and communicate more with our constituencies.

It was pointed out that this letter will stir discussion, and that is good.

Kelly Atchley said that almost everyone agrees that CESAB has been a good idea, but it can be enhanced and improved and modified to do more. The letter may not reach all its goals but the dialog will be productive and important.

Daphne Rhoe said that no one has contacted her via telephone or e-mail to express anything that is stated in the letter. She offered to meet and discuss the issues and if the need is there, form a committee. Kelly Atchley said that the Norcal PSD feels that they have already done this with no result. Daphne asked for clarification about who the Norcal PSD members represented and commented that neither she nor her staff has ever been invited to meet with the Norcal PSD members to discuss their concerns.

Barry Hemphill said that a legislative oversight committee would have little chance. Going through the legislative process means you do not know what will come out the other end.

Bill McMurray said that the 911 Program, Cal NENA and CESAB are poor marketers. Also, Cal NENA should be involved in these issues. CESAB should be out there communicating with the Sheriffs and Chiefs. Tim Riley disagrees regarding CESAB, saying that we are an advisory group. It is not our responsibility to market ourselves.

Daphne Rhoe said that the Board has done a good job and their input has been valuable from the State's perspective.

Danita Crombach asked if it is the failure on some entity's part or simply unhappiness with the changes over the last two years that prompted the writing of the letter.

It was suggested that the Board form a team to interact directly with the County Coordinator subcommittees on issues of concern. CESAB members concurred, and Kelly Atchley, Lynn Diebold and Karen Portlock will comprise the team.

Review of Subcommittees

NGEN - (Tim Riley, Terry Murray, Chip Yarborough/Doug Kiner, Sue Wright and Karen Portlock). Joan said that NGEN is a huge project and has come into being in large part as the result of discussions in CESAB. MSAG issues will be addressed in the NGEN project. There was discussion about the role of the NGEN subcommittee. The subcommittee will be available for conference calls for updates and act in an advisory capacity. Tim, Chip and Doug will attend the meeting with Telecordia and SAIC on October 21 in Sacramento. Attendance via conference call will be available.

Marketing of CESAB should fall under the Training and Education subcommittee. Daphne Rhoe said that there are no funds set aside specifically for public education, unless it is done on a reimbursement basis. The 911 fund is set up for reimbursement.

There will be a new subcommittee on County Coordinator Standards and Responsibilities. Kelly Atchley, Lynn Diebold and Karen Portlock will be on this subcommittee, and Kelly Atchley will act as liaison to the subcommittee formed from the County Coordinator's Forum on the same topic. One of the things to consider is an agreement with the "CEO" of the agency that employs the 911 Coordinator.

DISCUSSION & ANNOUNCEMENTS

- Rex Martin will notify Roy Halterman that CESAB needs two 50-minute break-out sessions at the Cal NENA Conference in January.
- Subcommittees need to have a product to report at Cal NENA.
- When making travel plans, commit to staying for the entire meeting. Members need to meet this commitment.
- Host agency will chair the meeting, be responsible for the agenda and for the taking of the minutes.
- Joy Willis said a few words expressing how much being on the board has meant to her and that she is proud to have served on the first Board.
- Daphne Rhoe observed that it has been a groundbreaking 2 ½ years and that the members were pioneers serving on the first Board. The Board helps the state help the PSAPs.
- Daphne Rhoe wants PSAPs that have issues to contact their state 9-1-1 Consultant, Joan DeCrescenzo, herself or Barry Hemphill.
- Lynn Diebold suggested a list of FAQs about CPE funding be posted on the website.
- AB 669 was signed by the Governor without a funding mechanism.

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The next meeting will be in San Diego on February 26, 2003 1000-1700
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*A special thank you to **Lynn Freeman, Communications Manager, Simi Valley Police Department**, for arranging the venue for this meeting. The CESAB convened at the Ronald Reagan Presidential Library and Museum, met in the Reagan family conference room, and were treated to an insider's tour of the upstairs.*

Attachment To Minutes

To: California 9-1-1 County Coordinators

From: 9-1-1 Issues Committee
NorCal Public Safety Dispatch Association

Date: September 25, 2002

Subject: 9-1-1 Issues

At the July 18, 2002 meeting of the Northern California Public Safety Dispatch Association, (NorCal PSD), the decision was made to form a new committee to address unresolved 9-1-1 issues. The committee, chaired by Virginia Ferral from Placer County, with Kathleen Bennett from Siskiyou County and Barry Silva from Modoc County, agreed to present the committee's identified concerns to the California State Sheriff's Association at their annual meeting in September.

On September 12, 2002 the 9-1-1 issues committee, (with Joy Willis from SHASCOM substituting for an ill Kathleen), made a presentation to the California State Sheriff's Association. Shortly after the presentation, the 9-1-1 Issues Committee was informed that the State Sheriffs had appointed four of their members, and their Legislative Representative, to a committee that will carefully study the issues that the NorCal PSD committee had outlined. Further, the Sheriffs would support our efforts to resolve these issues at the State level with the Governor and the Attorney General. The 9-1-1 Issues Committee then contacted the Law and Legislative representative for the California Police Chiefs Association, Chief Sam Spiegel of Folsom PD, again presenting our 9-1-1 concerns. They have agreed to work with us as well, in resolving these issues.

At the September 19, 2002 NorCal PSD meeting the membership agreed to broaden the impetus of this effort to include all of the County Coordinators and PSAP Managers. Outlined below are the issues that have been identified to date.

As you are well aware, discussions surrounding the following issues: inconsistencies in 9-1-1 funding and reimbursement, future funding concerns, 3-1-1, "the borrowing" of \$63 million in Program funds by the Governor, GIS funding issues, wireless projects, CESAB, and the database access have headlined our quarterly and annual meetings for years. Each time we are promised resolutions and cooperation by the State 9-1-1 Program and Pacific Bell that never materialize. Meanwhile, our funding is reduced to the point where we must now search for the low bid vendor in order to replace our CPE, regardless of existing investments in equipment and training.

It is the opinion of the committee that our efforts should focus on two primary issues at this time; namely the California Emergency Services Advisory Board (CESAB), and the lack of access to the Pacific Bell 9-1-1 database. When we are successful at demonstrating the need for changes, and gain the support of the Governor and the Attorney General for these issues, we feel that many of the other concerns will be corrected as well.

The first issue to be addressed is that of the CESAB, which has operated in an "advisory only" capacity since its inception. As such, the critical recommendations from the 9-1-1 professionals serving on the Board have not been considered, or implemented, or have been replaced by contrary decisions made by the State 9-1-1 Program, whose management has no experience in the 9-1-1 profession.

The basis of our proposal is to create an administrative board, (similar to that of the POST Commission or the CLETS Advisory Committee), that would review all decisions regarding 9-1-1 budget expenditures, and 9-1-1 policies and procedures. The Board would function as an oversight committee, reviewing and authorizing the actions of the State 9-1-1 program.

The second issue is the lack of access to the Pacific Bell 9-1-1 database. There has been very little cooperation between Pacific Bell and several County Coordinators over this issue. Pacific Bell contends that it owns the information in the ALI database, and has set access, and authority limitations preventing the County 9-1-1 database managers from accurately validating the database information. Further, Pacific Bell repeatedly challenges the changes required by the County Coordinators and PSAP Managers to insure accurate addressing. This conflict jeopardizes public safety.

Many other service providers in California and other states allow their databases to be viewed/accessed by 9-1-1 Coordinators and provide those databases for an annual “scrub” or comparison for accuracy. There are agencies in California and other states that maintain the database on-premises and the customer records are provided to them for inclusion in the ALI servers. Pacific Bell does not allow for such activity. Additionally, Pacific Bell receives the majority of funding spent for ALI retrieval services. The State 9-1-1 Program has not previously allowed competitive bidding for this service, but rather the State program budgets an automatic 3½– 4% cost increase annually. This non-competitive process drives the annual costs up without a fair bid from other providers. This practice effectively eliminates the competition for these tax dollars.

We would like to resolve the access/ownership issues and would recommend that the future 9-1-1 database systems be State managed. Such action may require working with the Attorney General, and possibly new legislation to achieve this goal. Such a system would allow a PSAP to choose the ALI Service Provider with whom they contract within their jurisdiction. This would promote competitive bidding for these services and improve customer service between County Coordinators and the service provider. The PSAP could also have the choice to operate an on-premises database. This feature is especially attractive to rural counties that have less than standard addressing problems and are geographically isolated from the traditional centralized ALI databases.

The primary goal of this letter is foremost to inform all of the County Coordinators and PSAP Managers of the committee’s objectives. We would ask you to forward this letter to the PSAP Managers in your jurisdiction. While we have a list server available to distribute this document to the County Coordinators, our ability to reach the vast number of PSAP managers (500 plus) is limited. We are asking your assistance in forwarding this information to them. Also, we are looking for volunteers to assist with this committee. As the Committee becomes more active, we will hold meetings in centralized locations to allow for easy attendance.

Secondly, we would like to solicit ideas from each of you with regard to this project. The California State Sheriffs and Police Chiefs have asked for documentation about the types of problems and frustrations that you, as County Coordinators and PSAP Managers, have encountered in working with the State 9-1-1 Program and/or Pacific Bell. An e-mail response, with attachment, is more than adequate, (preferably in Word or PDF format), bearing your agency letterhead. These can be emailed to Virg Ferral, (vferral@placer.ca.gov) or Barry

Silva, (bsilva@sheriff.co.modoc.ca.us). Should you prefer to use the U.S. Mail please send your information to Virginia Ferral at Placer County Sheriff, PO Box 6990, Auburn, CA 95604.

The 9-1-1 Issues Committee timeline is set to have the first draft of the proposal distributed to the County Coordinators prior to the October 23rd CalNena quarterly meeting in South San Francisco. We would like to have a second draft, (a virtual finished product), distributed prior to the Annual CalNena Conference January 21st - 24th in Anaheim. This timeline will allow us to facilitate a statewide discussion with all of the County Coordinators and PSAP Managers present at the Conference. From that discussion it is our intention to move the proposals forward towards resolution in February.

In addition we would encourage all of the County Coordinators to download and read the NENA publication 02-011. NENA has done a great deal of research into how an effective 9-1-1 Program should function with regard to daily exchanges between Telcos and County Coordinators. It is available at:
<http://www.nena9-1-1.org/9-1-1TechStandards> and click on the NENA Recommended Standards.

Thank you for your time, and sharing this information with your PSAP managers. We look forward to hearing from all of you.